

What do I do if my unit stops working?

The majority of calls we get are easily fixed by following these steps:

- 1) Turn off the power to the unit, preferably by unplugging it or turning it off at the mains.
- 2) Make a visual inspection of the unit, if there is any water on the sides or underneath, please go to 7)
- 3) With the de jam key supplied with the unit, check that the rotor is free to turn in both directions. If it does not check with a torch to see if there is something stuck between the cutter ring and rotor. If so remove it with long nosed pliers or grips, do not put your hand into the unit.
- 4) All our units are fitted with overload protection, this is a switch to disconnect the power if it jams or runs for too long in one go. The switch is on the base of the unit marked RESET, and should be pressed FIRMLY, if it has operated a “click” will be heard as the switch resets.
- 5) Reconnect the power.
- 6) Retry the unit.
- 7) Please call us on 01424 751666 with your unit serial number.